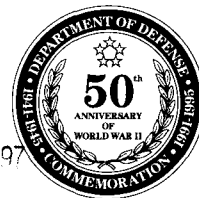




DEFENSE LOGISTICS AGENCY
DEFENSE CONTRACT MANAGEMENT COMMAND
8725 JOHN J. KINGMAN ROAD, SUITE 2533
FT. BELVOIR, VIRGINIA 22060-6221



FEB 24 1997

IN REPLY
REFER TO

AQOA

**MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS**


**SUBJECT: Amendment to DCMC Policy Memorandum 96-33, Customer Service
Standards (POLICY)**

This memorandum amends policy memorandum 96-33, dated December 13, 1996. It expires when content is included in DLAD 5000.4, Contract Management (One Book). Target Audience: All DCMC Employees.

Attached is a revised Internal Survey. This supersedes the original survey distributed with the above mentioned policy memorandum and is effective upon receipt of this letter.

The Internal Survey results will be rated using green, yellow, and red criteria. Green will be assigned when 98 percent or more of the opportunities have been satisfied, yellow when 90 through 97 percent have been satisfied, and red when less than 90 percent of the opportunities have been satisfied.

If you have any questions or require additional information, please contact Armond Darrin, at (703) 767-2383, DSN: 427-2383, or Lt Col. James Malloy, USAF, at (703) 767-2369, DSN: 427-2369.


ROBERT W. DREWES
Major General, USAF
Commander

Attachment



CUSTOMER SERVICE STANDARDS FORM

DATE/TIME OF CALL _____

ORGANIZATION CALLED _____

NUMBER OF TIMES PHONE RANG BEFORE ANSWERED _____

WAS CALL ANSWERED BY A PERSON _____ VOICE MAIL _____ NO ANSWER _____

IF ANSWERED BY PERSON --

-- WAS CALL ANSWERED IN A COURTEOUS, PROFESSIONAL MANNER? YES ___ NO ___

-- HOW MANY TIMES WERE YOU REFERRED UNTIL YOU GOT THE PERSON YOU NEEDED? _____

-- DID YOU GET THE INFORMATION YOU REQUIRED? YES ___ NO ___

-- WAS IT PROVIDED IN THE TIME FRAME REQUESTED? YES ___ NO ___

-- WAS THE INFORMATION ACCURATE AND COMPLETE? YES ___ NO ___

IF ANSWERED BY VOICE MAIL --

-- WAS THE VOICE MAIL MESSAGE CURRENT AND USER FRIENDLY? YES ___ NO ___

-- WAS AN ALTERNATE INTERFACE OPTION AVAILABLE? YES ___ NO ___

-- WERE YOU ABLE TO MAKE CONTACT WITH A "LIVE" PERSON? YES ___ NO ___ N/A ___

-- DID YOU LEAVE A MESSAGE? YES ___ NO ___ N/A ___

-- WAS THE MESSAGE ANSWERED IN A TIMELY MANNER? YES ___ NO ___

-- HOW LONG DID YOU HAVE TO WAIT FOR A RESPONSE? _____

-- DID YOU GET THE INFORMATION YOU REQUIRED? YES ___ NO ___

-- WAS IT PROVIDED IN THE TIME FRAME YOU REQUESTED? YES ___ NO ___

-- WAS THE INFORMATION ACCURATE AND COMPLETE? YES ___ NO ___